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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/845,427	04/30/2001	Robert Raymond	10992434-1	3413
7590 09/20/2004			EXAMINER	
HEWLETT-PACKARD COMPANY			PESIN, BORIS M	
Intellectual Property Administration P.O. Box 272400			ART UNIT	PAPER NUMBER
	O 80527-2400		2174	

DATE MAILED: 09/20/2004

Please find below and/or attached an Office communication concerning this application or proceeding.

•	Application No.	Applicant(s)				
	09/845,427	RAYMOND, ROBERT				
Office Action Summary	Examiner	Art Unit				
	Boris Pesin	2174				
The MAILING DATE of this communication appears on the cover sheet with the correspondence address						
A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.  - Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.  - If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.  - If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.  - Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).  Status						
1) Responsive to communication(s) filed on 20 M	lav 2004.					
<del>,                                    </del>	action is non-final.					
3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under <i>Ex parte Quayle</i> , 1935 C.D. 11, 453 O.G. 213.						
Disposition of Claims						
<ul> <li>4) Claim(s) 28-56 is/are pending in the application.</li> <li>4a) Of the above claim(s) is/are withdrawn from consideration.</li> <li>5) Claim(s) is/are allowed.</li> <li>6) Claim(s) 28-56 is/are rejected.</li> <li>7) Claim(s) is/are objected to.</li> <li>8) Claim(s) are subject to restriction and/or election requirement.</li> </ul>						
Application Papers						
9) The specification is objected to by the Examine 10) The drawing(s) filed on is/are: a) accomposed and applicant may not request that any objection to the Replacement drawing sheet(s) including the correct 11) The oath or declaration is objected to by the Example 11.	cepted or b) objected to by the drawing(s) be held in abeyance. Se tion is required if the drawing(s) is ob	ee 37 CFR 1.85(a). pjected to. See 37 CFR 1.121(d).				
Priority under 35 U.S.C. § 119						
<ul> <li>12) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).</li> <li>a) All b) Some * c) None of:</li> <li>1. Certified copies of the priority documents have been received.</li> <li>2. Certified copies of the priority documents have been received in Application No.</li> <li>3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).</li> <li>* See the attached detailed Office action for a list of the certified copies not received.</li> </ul>						
Attachment(s)  1) Notice of References Cited (PTO-892)  2) Notice of Draftsperson's Patent Drawing Review (PTO-948)  3) Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08 Paper No(s)/Mail Date	4) Interview Summar Paper No(s)/Mail I 5) Notice of Informal 6) Other:					

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#### **DETAILED ACTION**

#### Response to Amendment

- 1. This communication is responsive to Amendment A, filed 2/2/2004.
- 2. Claims 28-56 are pending in this application. Claims 28, 47, 50, 56 are independent claims. In the Amendment A, claims 1-27 were canceled and claims 28-56 were added. This action is made Final.

The text of those sections of Title 35, U.S. Code not included in this action can be found in a prior Office action.

#### Claim Objections

Claim 28 is objected to because of the following informalities:

a. "minor" should be "miner".

Claim 31 is objected to because of the following informalities:

b. "comprises a of executable" there appears to be an extra 'a' in the phrasing.

Claim 56 is objected to because of the following informalities:

c. "extracting extract information" is repetitive phrasing and makes the claim convoluted.

Appropriate correction is required.

Claim Rejections - 35 USC § 102

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Claims 28 - 34, 36 - 41, 43 - 56 are rejected under 35 U.S.C. 102(e) as being anticipated by Rangarajan et al. (US 6275225).

In regards to claim 28, Rangarajan teaches a service information portal wherein at least one portal view profile each associated with and modifiable by a network administrator and comprising at least one reference to a data miner module configured to extract information from entities in the networked computing environment and to cause management information derived from the extracted information to be included in the portal view display (i.e. "FIG. 9 illustrates a user-customized GUI indicated by general reference character 900, as used in a network management application. The GUI 900 is within a window 901 that contains a 'topology hierarchy' pane 903, a `topology view` pane 905, and an `alarm summary` pane 907. The `topology hierarchy` pane 903 displays the network hierarchy leading to the selected view. The `topology view` pane 905 displays icons that represent devices and views accessed through the view selected in the 'topology hierarchy' pane 903." Column 9, Line 59 and Figure 5), wherein each referenced data miner module is stored in a library of data miner modules accessible by the network administrator to select the at least one referenced data miner module (i.e. "The data interaction pane 405 presents to the network administrator a selection of the set of features. In this instance, the network administrator is able to use the pointing device 121 to select which device types are to be managed. The device types that have been selected by the network administrator are listed in a selection status area 407." Column 7, Line 8).

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In regards to claim 29, Rangarajan teaches a service information portal wherein said portal view display has a format and arrangement specified by the associated network administrator (i.e. "The user is able to use the display configuration control 511 to specify the format and the information that the user desires." Column 7, Line 45).

In regards to claim 30, Rangarajan teaches a service information portal wherein a portal view profile manager that provides a portal view profile associated with each network administrator, wherein each said portal view profile is configured to cause generation of a portal view display of management information customized by the associated network administrator, and a portal view display manager that executes a selected one of said portal view profiles to generate said customized portal view display (i.e. "FIG. 8 illustrates an profile-manager display, indicated by general reference character 800, for managing the configurations stored by the previously described processes." Column 9, Line 12).

In regards to claim 31, Rangarajan teaches a service information portal wherein said portal view profile manager comprises of executable portal view profiles each designed for and/or by a particular network administrator (i.e. "FIG. 8 illustrates a profile-manager display, indicated by general reference character 800, for managing the configurations stored by the previously described processes." Column 9, Line 12), and wherein said portal view display manager executes one of said portal view profiles and the data miner modules referenced therein (i.e. "The `select default configuration` procedure 207 locates the saved default configuration from the set of saved configurations available to the authenticated user. Once the saved default configuration

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is selected, it is loaded by a 'load selected configuration' procedure 209." Column 5, Line 9).

In regards to claim 32, Rangarajan teaches a service information portal wherein a portal view edit manager that enables a network administration to modify portions of said associated portal view profile (i.e. "FIG. 8 illustrates an profile-manager display, indicated by general reference character 800, for managing the configurations stored by the previously described processes." Column 9, Line 12).

In regards to claim 33, Rangarajan teaches a service information portal wherein a help display manager that displays help files in response to a network administrator's request (i.e. "A help SCA 827 invokes a help process that presents information to the user regarding the application." Column 9, Line 52).

In regards to claim 34, Rangarajan teaches a service information portal wherein said portal view display is generated automatically with no action by a network administrator beyond logging into the service information portal (i.e. "FIG. 2 illustrates an initialization process, indicated by general reference character 200, executed when an application that uses the invention is invoked by the user. The initialization process 200 begins at a 'start' terminal 201 and continues to an 'authenticate user' procedure 203. The 'authenticate user' procedure 203 presents a dialog to the user asking for the user's identification, password, and the desired data server system that contains the information to be accessed by the application." Column 5, Line 5).

In regards to claim 35, Rangarajan teaches a service information portal wherein said domain managers comprise one or more of the group consisting of: network

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managers that manage individual and collections of networks (i.e. "This interrogatory may include a representation of the problem domain to allow the user to select which aspects of the problem domain the user desires to access from the GUI. Within the problem domain of network administration such an interrogatory would allow a network administrator to specify a selected feature set that contains the network devices for which the network administrator is responsible." Column 6, Line 24); software application managers that manage software applications executing on a node or server of the computing environment (i.e. "This interrogatory may include a representation of the problem domain to allow the user to select which aspects of the problem domain the user desires to access from the GUI. Within the problem domain of network administration such an interrogatory would allow a network administrator to specify a selected feature set that contains the network devices for which the network administrator is responsible." Column 6, Line 24); database managers that manage databases executing on a node or server of the network system (i.e. "This interrogatory may include a representation of the problem domain to allow the user to select which aspects of the problem domain the user desires to access from the GUI. Within the problem domain of network administration such an interrogatory would allow a network administrator to specify a selected feature set that contains the network devices for which the network administrator is responsible." Column 6, Line 24); and server managers that assist a network administrator manage the operations of each server in a network (i.e. "This interrogatory may include a representation of the problem domain to allow the user to select which aspects of the problem domain the user desires to access

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from the GUI. Within the problem domain of network administration such an interrogatory would allow a network administrator to specify a selected feature set that contains the network devices for which the network administrator is responsible."

Column 6, Line 24).

In regards to claim 37, Rangarajan teaches a service information portal wherein the portal view profile further comprises attributes defining at lest one of format, depth, breadth and arrangement of said portal view display (i.e. "The user is able to use the display configuration control 511 to specify the format and the information that the user desires." Column 7, Line 45).

In regards to claim 38, Rangarajan teaches a service information portal wherein a repository of mapping data that associates each network administrator and one of said portal view profiles (i.e. "A 'select and run' SCA 825 makes the selected configuration the current configuration and invokes the console display using the selected configuration while preserving the default configuration." Column 9, Line 49); and a profile selector that, based on said network administrator, retrieves from said repository one of said portal view profiles that is to be implemented for said selected network administrator (i.e. "A 'select and run' SCA 825 makes the selected configuration the current configuration and invokes the console display using the selected configuration while preserving the default configuration." Column 9, Line 49), wherein, for each of said references to a data miner, said profile selector verifies that said reference has a syntax appropriate for said referenced data miner (i.e. "At a 'receive user's answer' procedure 309, the wizard process 300 receives the user's

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answer to the presented interrogatory. Then a 'valid answer' decision procedure 311 checks the user's answer for validity. If the user's answer is not valid the wizard process 300 returns to the 'present node interrogatory' procedure 307 to again present the interrogatory (possibly with an error or help message)." Column 6, Line 36).

In regards to claim 39, Rangarajan teaches a service information portal wherein said portal view profile is an extensible, executable software program (i.e. Figure 9).

In regards to claim 40, Rangarajan teaches a service information portal wherein each said portal view profile comprises sheet display specifications defining one or more sheets of management information (Figure 9), each comprising one or more columns each defined by a column specification comprising attribute settings identifying the portal view module (Figure 9, 2 columns of information are shown with detailed information).

In regards to claim 41, Rangarajan teaches a service information portal wherein said profile selector is further configured to access a database of portal view specification files each said defining a grammar that is to be used in a portal view profile in connection with a corresponding portal view module (i.e." Once invoked, the profile-manager display 800 contains a window 801. The profile-manager display 800 presents a default configuration indication 803 that names the configuration used as the default configuration. The profile-manager display 800 also includes a configuration table 805 that lists the name of each configuration owned by the authorized user in a 'configuration name' column 807. The configuration description that corresponds to the configuration name listed in the 'configuration name' column 807 is presented in a

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'configuration description' column 809. The profile-manager display 800 includes a selection of SCAs that allow the user to invoke operations. A console SCA 811, when selected, invokes the console display (similar to one that is subsequently described with respect to FIG. 9). Although Rnagarajan does not explicitly state that a particular grammar is stored to activate a portal view, it is inherent that grammar for components to interact be provided to allow portal view profiles to correctly call data needed to manage information.

In regards to claim 43, Rangarajan teaches a service information portal wherein said portal view display includes a series of windows each allocated to the display of management information provided by a particular miner (column 10, lines 1-6 and column 9, lines 54-58, the use of multiple windows to display management information).

In regards to claim 44, Rangarajan teaches a service information portal wherein said portal view display manager displays a detailed portal view display in response to a request by a network administrator (column 10, lines 1-6 and column 9, lines 54-58, the use of multiple windows to display management information).

In regards to claim 45, Rangarajan teaches a service information portal wherein said portal view edit manager provides the network administrator with the ability to modify said portal view profile (i.e. "A 'modify configuration' SCA 821 invokes the wizard process 300, previously described, but uses a reconstructed data structure that corresponds to the currently selected configuration (instead of the original data structure used when creating a new configuration) and selects the appropriate end node as the wizard's starting point." Column 9, Line 41).

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In regards to claim 46, Rangarajan teaches a service information portal wherein said portal view edit manager enables the network administrator to modify said data miner modules referenced in said portal view profile (i.e. "A 'modify configuration' SCA 821 invokes the wizard process 300, previously described, but uses a reconstructed data structure that corresponds to the currently selected configuration (instead of the original data structure used when creating a new configuration) and selects the appropriate end node as the wizard's starting point." Column 9, Line 41).

In regards to claim 47 Rangarajan teaches a method for displaying a portal view display of management information relevant to a particular network administrator, comprising: receiving an identifier of the network administrator; providing a portal view profile associated with the identified network administrator (i.e. "FIG. 2 illustrates an initialization process, indicated by general reference character 200, executed when an application that uses the invention is invoked by the user. The initialization process 200 begins at a 'start' terminal 201 and continues to an 'authenticate user' procedure 203. The 'authenticate user' procedure 203 presents a dialog to the user asking for the user's identification, password, and the desired data server system that contains the information to be accessed by the application." Column 5, Line 5), wherein said portal view profile references at least one of a plurality of data miner modules each configured to extract information from a particular network entity in a computing environment; generating management information specified by the network administrator and derived from the extracted information; and displaying said management information in accordance with said portal view profile (i.e. "FIG. 9 illustrates a user-customized GUI

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indicated by general reference character 900, as used in a network management application. The GUI 900 is within a window 901 that contains a 'topology hierarchy' pane 903, a 'topology view' pane 905, and an 'alarm summary' pane 907. The 'topology hierarchy' pane 903 displays the network hierarchy leading to the selected view. The 'topology view' pane 905 displays icons that represent devices and views accessed through the view selected in the 'topology hierarchy' pane 903." Column 9, Line 59 and Figure 5).

In regards to claim 48, Rangarajan teaches a method wherein generating management information comprises: generating management information only related to a portion of the computing environment for which said identified network administrator is authorized to manage (i.e. "FIG. 2 illustrates an initialization process, indicated by general reference character 200, executed when an application that uses the invention is invoked by the user. The initialization process 200 begins at a 'start' terminal 201 and continues to an 'authenticate user' procedure 203. The 'authenticate user' procedure 203 presents a dialog to the user asking for the user's identification, password, and the desired data server system that contains the information to be accessed by the application." Column 5, Line 5).

In regards to claim 49, Rangarajan teaches a method wherein generating management information comprises: providing a database of data miner modules each generating or causing the generation of management information related to a particular network entity or function (Column 4, Lines 59-67, i.e. –storing data bout network devices in a database); providing a database of portal view profiles to display

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management information pertinent to a particular network administrator (Column 5, Lines 35-45, i.e. –load from a database, and column 9, lines 21-29), wherein each portal view profile references at least one data miner module (i.e. Figure 9); retrieving from said database of portal view profiles a portal view profile associated with said network administrator (Column 5, Lines 35-45); and invoking said retrieved portal view profile and said one or more data miner modules referenced therein (Column 9, Lines 21-29).

In regards to claim 50, Rangarajan teaches a service information portal for displaying a customer-based portal view display of a networked computing environment, comprising: at least one portal view profile each associated with and modifiable by a network administrator and comprising at least one reference to a data miner module configured to extract information from entities in the networked computing environment and to cause management information derived from the extracted information to be included in the portal view display (i.e. "FIG. 9 illustrates a user-customized GUI indicated by general reference character 900, as used in a network management application. The GUI 900 is within a window 901 that contains a 'topology hierarchy' pane 903, a 'topology view' pane 905, and an 'alarm summary' pane 907. The 'topology hierarchy' pane 903 displays the network hierarchy leading to the selected view. The 'topology view' pane 905 displays icons that represent devices and views accessed through the view selected in the 'topology hierarchy' pane 903." Column 9, Line 59 and Figure 5); and a portal view profile manager that provides a portal view profile associated with a specific one or more network administrators, wherein each said portal view profile is configured to cause generation of a portal view display of

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management information customized by the associated network administrator (i.e. "FIG. 8 illustrates an profile-manager display, indicated by general reference character 800, for managing the configurations stored by the previously described processes." Column 9, Line 12), wherein said portal view display is generated automatically with no action by a network administrator beyond logging into the service information portal (i.e. "FIG. 2 illustrates an initialization process, indicated by general reference character 200, executed when an application that uses the invention is invoked by the user. The initialization process 200 begins at a 'start' terminal 201 and continues to an 'authenticate user' procedure 203. The 'authenticate user' procedure 203 presents a dialog to the user asking for the user's identification, password, and the desired data server system that contains the information to be accessed by the application." Column 5, Line 5).

In regards to claim 51, Rangarajan teaches a service information portal wherein said portal view display has a format and arrangement specified by the associated network administrator (i.e. "The user is able to use the display configuration control 511 to specify the format and the information that the user desires." Column 7, Line 45).

In regards to claim 52, Rangarajan teaches a service information portal wherein said portal view display manager that executes a selected one of said portal view profiles to generate said customized portal view display (i.e. "The `select default configuration` procedure 207 locates the saved default configuration from the set of saved configurations available to the authenticated user. Once the saved default

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configuration is selected, it is loaded by a `load selected configuration` procedure 209." Column 5, Line 9).

In regards to claim 53, Rangarajan teaches a service information portal wherein said portal view profile manager comprises a database of executable portal view profiles each designed for and/or by a particular network administrator, wherein each said at least one data miner referenced in each said portal view profile is stored in a library of data miner modules (i.e. "FIG. 8 illustrates an profile-manager display, indicated by general reference character 800, for managing the configurations stored by the previously described processes." Column 9, Line 12), and wherein said portal view display manager executes one of said portal view profiles and the data miner modules referenced therein (i.e. "The 'select default configuration' procedure 207 locates the saved default configuration from the set of saved configurations available to the authenticated user. Once the saved default configuration is selected, it is loaded by a 'load selected configuration' procedure 209." Column 5, Line 9).

In regards to claim 54, Rangarajan teaches a service information portal wherein a portal view edit manager that enables a network administrator to modify portions of said associated portal view profile (i.e. "FIG. 8 illustrates an profile-manager display, indicated by general reference character 800, for managing the configurations stored by the previously described processes." Column 9, Line 12); and a help display manager that displays help files in response to a network administrator's request (i.e. "A help SCA 827 invokes a help process that presents information to the user regarding the application." Column 9, Line 52).

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Claim 55 is in the same context as claim 36; therefore it is rejected under similar rationale.

In regards to claim 56, Rangarajan teaches at least one portal view profile means for displaying a portal view display of management information pertaining to one or more entities or functions in a networked computing environment for an associated with a network administrator, comprising at least one reference to a data miner means for extracting extract information from the entities in the networked computing environment and to provide the extracted information to the portal view profile means for inclusion in the portal view display (i.e. "FIG. 9 illustrates a user-customized GUI indicated by general reference character 900, as used in a network management application. The GUI 900 is within a window 901 that contains a 'topology hierarchy' pane 903, a 'topology view' pane 905, and an 'alarm summary' pane 907. The 'topology hierarchy' pane 903 displays the network hierarchy leading to the selected view. The 'topology view` pane 905 displays icons that represent devices and views accessed through the view selected in the 'topology hierarchy' pane 903." Column 9, Line 59 and Figure 5); and means for displaying the portal view display automatically with no action by a network administrator beyond logging into the service information portal (i.e. "FIG. 2 illustrates an initialization process, indicated by general reference character 200, executed when an application that uses the invention is invoked by the user. The initialization process 200 begins at a 'start' terminal 201 and continues to an 'authenticate user' procedure 203. The 'authenticate user' procedure 203 presents a dialog to the user asking for the user's identification, password, and the desired data

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server system that contains the information to be accessed by the application." Column 5, Line 5).

#### Claim Rejections - 35 USC § 103

Claims 35 and 42 are rejected under 35 U.S.C. 103(a) as being unpatentable over Rangarajan et al. (US 6275225).

In regards to claim 35, which is dependent on claim 28, the teachings of Rangarajan in regards to claim 28 have been discussed above. Rangarajan does not disclose that the portal view profile is associated with a group of network administrators, including said network administrator. Official Notice is given that the use of groups of users to define access privileges or display characteristics for a set of users is well known in the art. Therefore, it would have been obvious to one of ordinary skill in the art at the time the invention was made to modify the teachings of Rangarajan with a means to associate a group of administrators with a portal view profile with the motivation to reduce individual portal setup and instead provide for a common portal profile for a set of common users.

In regards to claim 42, which is dependent on claim 41, the teachings of Rangarajan in regards to claim 41 have been discussed above. Rangarajan does not disclose that the portal view profile specification is a document type descriptor (.dtd) file and wherein said portal view profile is an XML file. Official notice is given that storing

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profiles in an XML format is well known in the art. Furthermore, the use of .dtd files in relation to XML, SGML, or HTML files is also notoriously well-known in the art.

Therefore, it would have been obvious to one of ordinary skill in the art at the time the invention was made to modify the teachings of Rangarajan with a means to store profiles as XML files where profile specifications are .dtd files with the motivation to allow a simpler and more extensible method to encode and store profile data.

#### Response to Arguments

Applicant's arguments filed 5/20/2004 have been fully considered but they are not persuasive.

In regards to Applicant's argument that Rangarajan does not "teach or suggest a portal view profile that references at least one data minor module which is one of the plurality of data minor modules stored in a library, and which accesses predetermined information from a predetermined entity or function in the networked computing environment" the Examiner points out that this is not the exact limitation as stated in the claim language and therefore this argument will not be considered and hence is moot. The Examiner would like to point out that in regards to claim 28, which the Examiner believes the Applicant to be referring to, Rangarajan does in fact teach all the limitations of the claim as illustrated above in the official rejection of the claim.

In regards to Applicant's argument that Rangarajan does not "teach or suggest displaying a network administrator's portal view display automatically with no action by the network administrator beyond logging into the service information portal" the

Examiner points out that this is indeed taught by Rangarajan (i.e. "FIG. 2 illustrates an initialization process, indicated by general reference character 200, executed when an application that uses the invention is invoked by the user. The initialization process 200 begins at a 'start' terminal 201 and continues to an 'authenticate user' procedure 203. The 'authenticate user' procedure 203 presents a dialog to the user asking for the user's identification, password, and the desired data server system that contains the information to be accessed by the application." Column 5, Line 5). The user logs into the system, and the system does all the rest.

#### Conclusion

Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP § 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the date of this final action.

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#### Inquiry

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Boris Pesin whose telephone number is (703) 305-8774. The examiner can normally be reached on Monday-Friday except every other Friday.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Kristine Kincaid can be reached on (703) 308-0640. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

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